NETWORK MANAGER REPORT

SEPTEMBER 2007

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

September was geared around finalizing license renewal application updates for many agency partners who renew with the state's fiscal year ending on September 30th. AI completed three updates to current applications as well as launched six new applications.

Highlights for the month were:

- The month of September resulted in a boost for license renewals through the Alabama Real Estate Appraisers Board. The department saw an increase of over 19% in the number of users on the application from September of 2006.

- During the month of September, Alabama Interactive completed an update to the ISD Strategic Planning site. This application assists state agencies in developing IT goals, objectives, and strategies which will enable the agencies to become more efficient in their business processes.

- Alabama Liquefied Petroleum Permit Renewal application was completed and moved into production. This application will allow petroleum permit holders to renew their licenses. This agency also launched a second application for monthly gas payments.

- During the month of September, the Department of Conservation and Natural Resources had a 52% increase in the adoption of their online (internet-user) hunting and fishing licenses from last month.

- AI proudly launched a new application for the Alabama Board of Optometry. This application will allow Therapeutic and Non-Therapeutic Optometrists to renew their licenses and fulfill their continuing education requirements online.

- The Alabama Board of Architects had a tremendous increase in online license renewals in September. The board of has seen an 18% increase in adoption rate this year compared to September 2006.

- AI launched two new applications for the Board of Cosmetology at the end of September. These applications will allow constituents to renew their booth and/or salon licenses annually. Personal license renewals went live last year.

Marketing

The month of September brought a new adventure for the Alabama Interactive staff. This was the first year that Alabama Interactive hosted the NIC Corporate Marketing conference. Although preparations began early in the year, the staff worked very hard in September to make this conference a huge success. AI hosted over 130 NIC employees from 22 different states in Mobile, Alabama the week of September 24th.

The State Comptroller, Bob Childree, opened the conference by welcoming all participants to the great State of Alabama. Mr. Childree shared some of his many experiences in digital government with the attendees. He spoke about eGovernment not only as electronic government, but mainly as "efficient government". The conference received praise from all who attended and was termed as "the best one yet" from NIC's President, Harry Harrington.

In the month of September, results for the Center for Digital Government Best of the Web competition were announced. Alabama once again finished as a top ten finalist. While everyone recognizes great merit in maintaining a top ten spot for 4 years in a row, Mr. Burns hosted a call with the Center for Digital Government to help determine any areas that they might recommend for the 2008 enhancements.

Customer Service

During the month of September, license renewal service calls heavily increased. The customer service team assisted hundreds of constituents with various online applications. The closing of the fiscal year required customer service to work closely with tax payers to complete their quarterly fillings.

Alabama Interactive has been busy assisting customers with various issues. Several users have called to verify transactions on their credit cards while others have called or emailed customer support seeking assistance with their license renewals.

We received several requests via live chat regarding information about Alabama's moon trees. In response to the increase in interests, facts about the "moon trees" and a photograph were added to the portal.

Development

The AI Dev-Share team had two meetings during the month of September. During the first meeting we discussed additional encryption methods and tools to implement across all of our Java applications. During the second meeting we discussed the required steps in the application development lifecycle, including: testing, database access, application scanning, documentation, TPE management, CVS, and other aspects. This meeting served as both an overview and a reminder to the necessary steps in developing and testing an application.

Completed New Applications for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
Alabama LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	05/31/2007
Alabama Department of Public Safety	Merchant Services for Reinstatements	This application replaced an existing system which was expiring.	06/07/2007
Alabama Real Estate Commission	Instructor Renewals	Renewal application for instructors	06/15/2007

Alabama Real Estate Commission	Course Renewals	Renewal application for courses	06/15/2007
Alabama Board of Respiratory Therapy	License Renewal	This application will allow respiratory therapists to renew their licenses online.	08/01/02007
Alabama State Board of Auctioneers	License Renewal	This application will allow auctioneers and apprentices to renew their licenses online	08/15/2007
Alabama State Board of Cosmetology	Salon License Renewal	This application will allow salon owners to renew their licenses online	09/01/2007
Alabama State Board of Cosmetology	Booth License Renewal	This application will allow booth owners to renew their licenses online	09/01/2007
Alabama Department of Insurance	Merchant Services	This application will allow licensees to pay for services online.	09/26/2007
Alabama LP Gas Board	Monthly Gas Payments	This application will allow for distributors to pay their monthly gas payments	09/24/2007
Alabama LP Gas Board	Permit Renewal	This application will allow for liquefied petroleum permit renew their licenses online	09/24/2007
Alabama Board of Optometry	License Renewal	This application will allow optometrists to renew their licenses online	09/28/2007

Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007
Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007
Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007
HVAC	Survey Update	This update provides a survey on the current application	05/01/2007
Alabama Department of Finance, ISD	alabama.gov version 5	Update of alabama.gov for 2007	05/28/2007

State Motor Pool	Update to only allow 5 day rentals	Update to only allow vehicles to be rented for five days	05/21/2007
Alabama Department of Conservation and Natural Resources	Additional counties added; plus updates to previous site	Alligator Hunt Request	05/31/2007
Alabama Department of Public Health	History Update	Public Health facility renewal history archiving system.	06/21/2007
Alabama Foresters	2007 License Year Updates	2007 License Year Updates	06/30/2007
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	07/15/2007
Alabama Board of Interpreters and Transliterators	2007 Updates	Additional fields added to current application	08/01/02007
Alabama Board of Physical Therapy	2007 License Year Updates	Update allowing business type to be selected.	08/01/2007
Home Builders Licensing Board	2007 Updates	Updates to existing license renewal application	08/10/2007
Home Medical Equipment Service Providers	2007 Update	Added American Express, Discover, and E-check as methods of payment	08/09/2007
Real Estate Appraisers Board	Update to renewal application	Will focus on CEs and the new renewal year	08/10/2007

Alabama Board of Nursing	2007 LPN License Year Updates	Updates allowing LPN's to renew this license online	09/01/2007
Alabama Board of Electrical Contractors	2007 Updates	Updates to existing license renewal application	09/01/2007
ISD IT Strategic Planning	2007 Update	Application for IT Strategic Planning	09/04/2007

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in agency testing.	September 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Conservation	Hunter Ed Duplicate ID, Merchant Service	Allows certificate holders to order a new card online.	This application is in development	July 2007

Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in testing	August 2007
CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in pre-project planning.	June 2007

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	TBD
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in development	October 2007
Alabama Licensure Board for Interpreters and Transliterators	Certificate generation	Application to allow the printing of certificates online	This application is in development	TBD
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	add renewal and gift option to subscription	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	Will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007

SERVICE REQUESTS

Service Request #135
Alabama Department of Public Health – EMT License Verification
Alabama Interactive requests and recommends this service for the Alabama Department of Public Health be added to the network. The verification application will be developed at no cost to the Department, and will significantly decrease their call by volume and increase efficiency.

MONTH IN REVIEW

Total September AI Network Transactions	237,193
Average Successful Request per Day:	7,906
Total September alabama.gov Visitors:	279,959
Total September alabama.gov Page Views:	1,734,149
Total September alabama.gov Chats or Offline Messages from Live Help:	675

OPERATIONS & ADMINISTRATION

In September, the State of Alabama and Alabama Interactive were on showcase in Mobile during NIC's corporate marketing conference. AI unveiled the marketing brochure and was requested for the source files by several other portals. Both Sloane Wright and Barrett Gilbreath were featured as presenters in break-out sessions. Alabama continues to set the bar for state partnerships.

OTHER BUSINESS/IN CLOSING

In closing, September was a busy month for us with the end of the State's fiscal year and the start of renewal season for many agencies. We look forward to an exciting October with several preliminary meetings scheduled with agencies for future services.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright